

Welcome!

The UNDERSTANDING THE INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

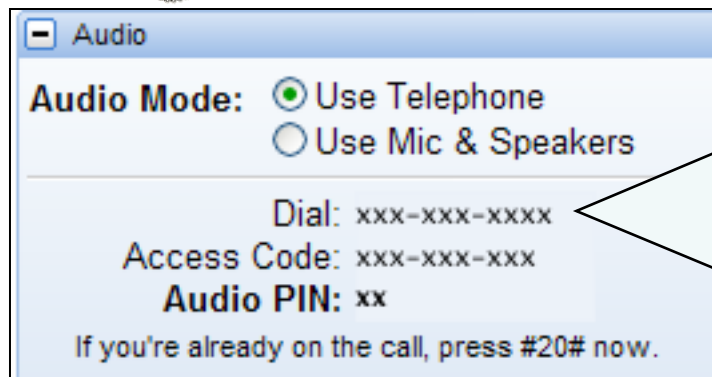
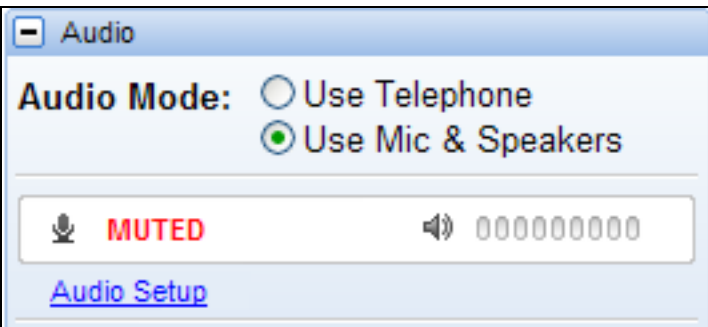
Webinar will begin shortly. While you are waiting, please check your audio settings.

You can use
computer speakers
or headphones



You can dial in
using a telephone.
Long-distance
charges may apply.

Your Dial-In
Number, Access
Code, and
Audio PIN are
located in the
Webinar control
panel.

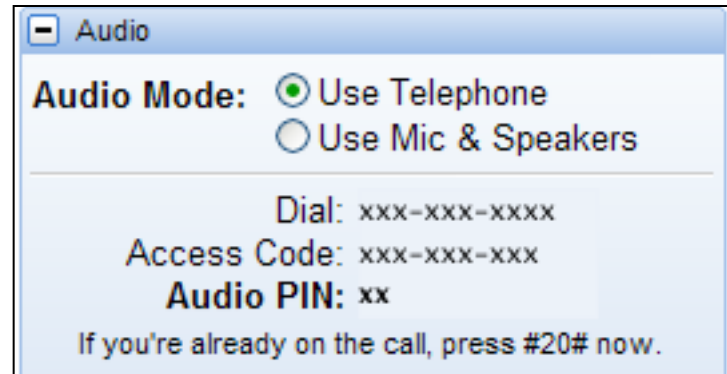


Sound Check

- If you are not hearing us through your PC, then:
 - Your computer does not have a sound card
 - Your speakers/headphones are turned off
 - Your speakers/headphones are not plugged in
 - Your PC is muted
 - Your PC sound settings are incorrectly set
 - Your GoToWebinar sound settings are incorrectly set

■ Go to www.GoToWebinar.com for support info

- ☐ We are broadcasting audio now!
- ☐ If you cannot hear anything and want to dial in, use the phone # after the word “Dial” in your control panel.
- ☐ Remember: Toll charges may apply.



The screenshot shows a window titled "Audio" with a minus sign in the top-left corner. Inside the window, the "Audio Mode" section has two radio buttons: "Use Telephone" (which is selected with a green dot) and "Use Mic & Speakers" (which is unselected with a white dot). Below this, there are three lines of text: "Dial: xxx-xxx-xxxx", "Access Code: xxx-xxx-xxx", and "Audio PIN: xx". At the bottom of the window, there is a line of text: "If you're already on the call, press #20# now."

Webinar Tips

■ Attendee Control Panel

■ Asking Questions

The screenshot displays the GoToWebinar Attendee Control Panel. It features a sidebar on the left with icons for navigation. The main panel is divided into sections: 'Audio' and 'Questions'. The 'Audio' section includes 'Audio Mode' options: 'Use Telephone' (unselected) and 'Use Mic & Speakers' (selected). Below this is a microphone icon with a series of zeros and a speaker icon with a series of green bars. A link for 'Audio Setup' is provided. The 'Questions' section contains a 'Questions Log' area with a scrollbar and a text input field with the placeholder '[Enter a question for staff]'. A 'Send' button is located at the bottom right of the questions section. At the very bottom, it says 'Webinar Now' with the ID '900-649-029' and the 'GoToWebinar™' logo.

File View Help

Audio

Audio Mode: ☐ Use Telephone
☒ Use Mic & Speakers

0000000000 0000000000

[Audio Setup](#)

Questions

Questions Log

[Enter a question for staff]

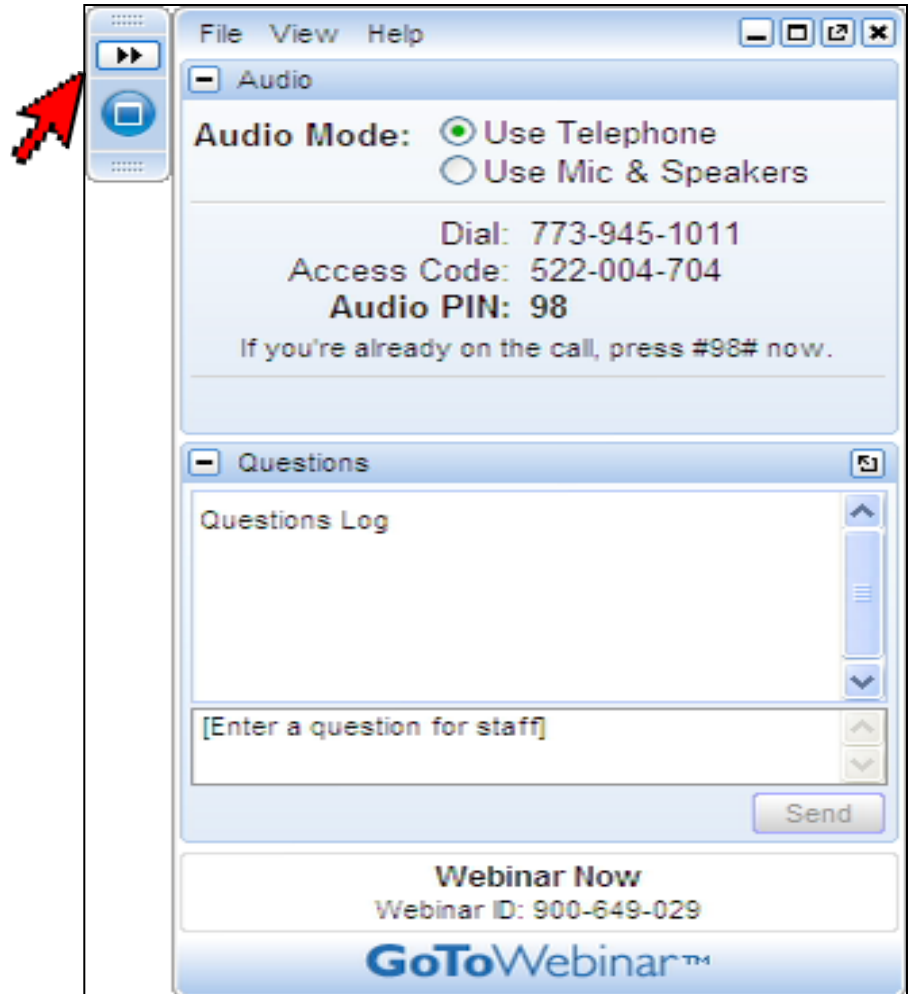
Send

Webinar Now
Webinar ID: 900-649-029

GoToWebinar™

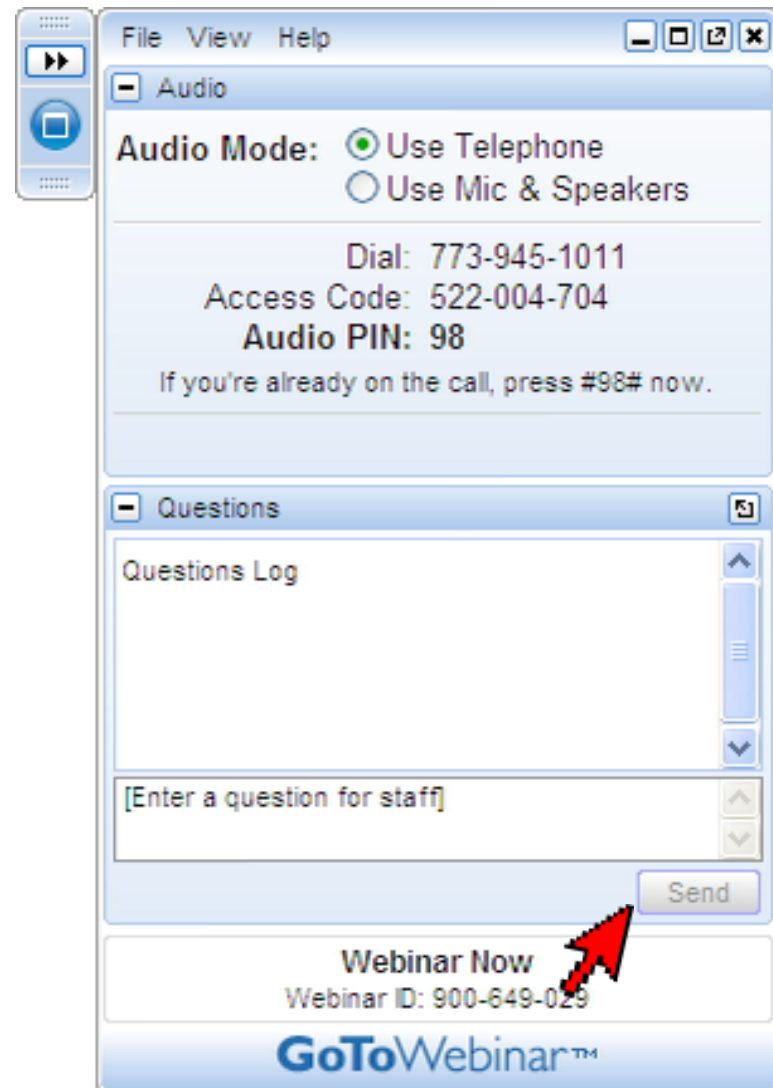
Attendee Control Panel

- **Hiding the Control Panel**
 - Toggle Auto-Hide On/Off
- **Use this panel to:**
 - Set your sound preferences
 - Ask Questions and view answers
- **Your microphone should always be muted**
- **Do not use the hand raising icon**
 - We are not monitoring this feature



Asking Questions

- You may ask questions anytime during the Webinar
 - Click the Questions option in the Webinar toolbar
 - Type in question
 - Click Send
- Selected questions will be answered during the Webinar
 - time permitting
- Questions will be reviewed for inclusion in future communications from DSHS



OPERATIONAL WEBINAR SERIES:

UNDERSTANDING THE INTERACTIVE VOICE RESPONSE TELEPHONE SYSTEM (IVR) FOR PROVIDERS

Copy of this presentation located at

<http://hrsa.dshs.wa.gov/providerone/Webinars/IVRWebinar.ppt>

What is the IVR System?

■ IVR (Interactive Voice Response)

- Computer automated technology
- Voice commands
- Touch tone commands

■ Why should you use it?

- 24/7 Access
- Free
- Immediate information, no waiting

Available Information

- Client Eligibility
- Authorizations Status
- Claims Status
- Warrants Amounts
- Remittance Advice Information
- Common Questions and Answers

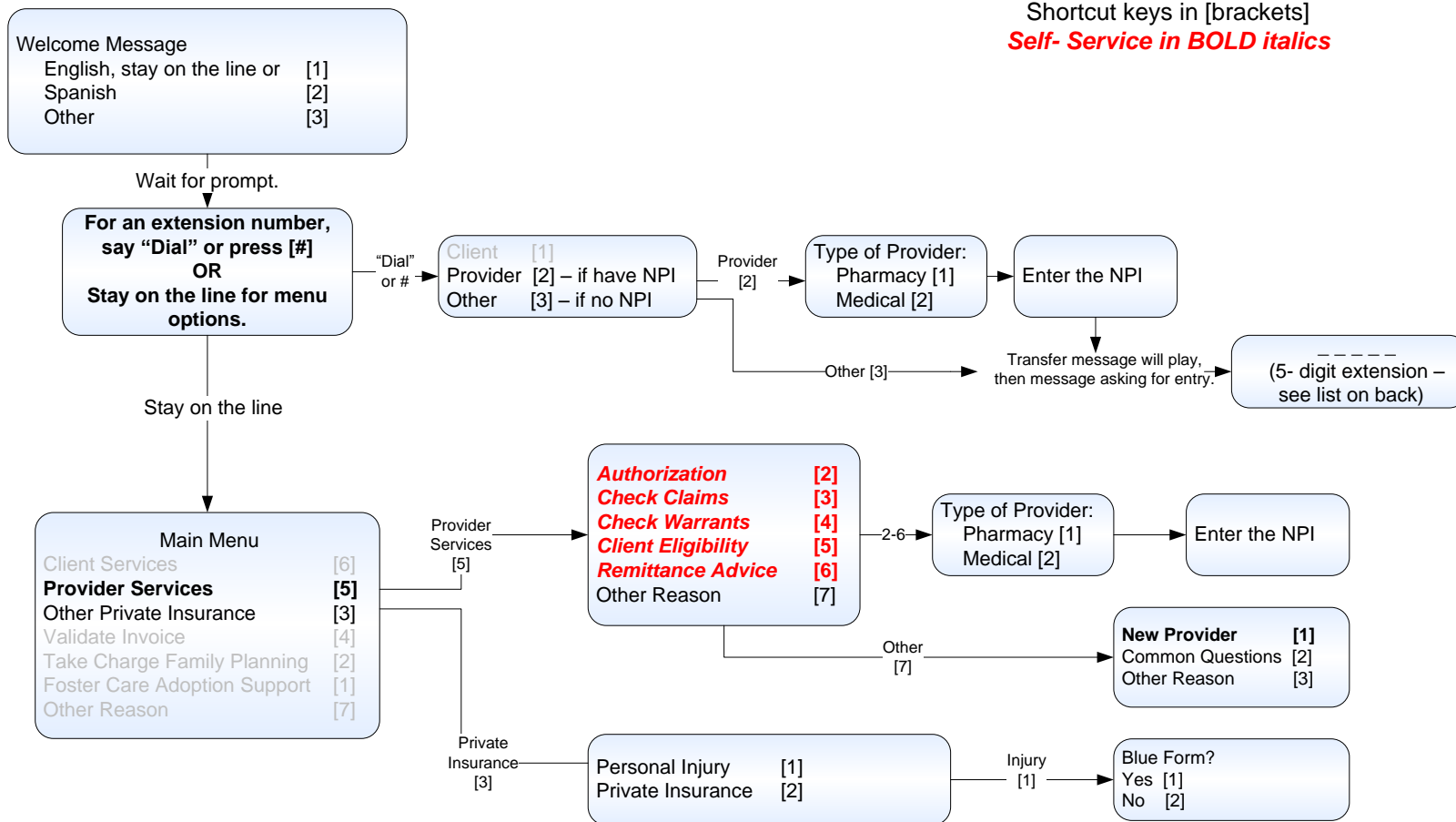
What is Needed?

- **Your NPI is needed for self-service**
- **Other information you may need:**
 - **ProviderOne Client ID and Date of Birth, or**
 - **Client Social Security Number and Date of Birth**
 - **Date of Service**
- **Helpful Tips!**
 - **For Date of Birth**
 - Enter MMDDYYYY such as 05312010
 - Say “zero five three one two zero one zero”
 - Say “May thirty-first two thousand ten”
 - **Numerical entries are “zero”, not saying “O”**

Provider Call Flow

800-562-3022 – Options for Providers

Shortcut keys in [brackets]
Self- Service in BOLD italics



<http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR016.pdf>

Getting Started

- ■ **Call 1-800-562-3022**
- ■ **Stay on the line for English**
 - Or press 1 for English, 2 for Spanish
- ■ **Stay on the line through the “Dial” extension prompt**
- ■ **Say “Provider” or press 5 at the main menu**
- ■ **Say the type of provider**
 - “Pharmacy” or press 1
 - “Medical” or press 2 (includes all other types)
- ■ **Say or enter your NPI**

Client Eligibility, option 5

■ Hear coverage for the client entered. Options:

- Medicaid, e.g. CNP
- Medicare **new!**
- Managed Care
- Long Term Care **new!**
- Hospice **new!**
- Private Insurance Information **new!**
- Restriction Information **new!**

Client ProviderOne Client ID
or Social Security Number,
plus the date of birth are
needed

■ Say one of the names above, e.g. “Medicaid” or press 10 to hear more details about that item

Authorization, option 2

- **Hear the Authorization or Reference Number**
- **Status, such as**
 - **Approved**
 - **In Review**
 - **Denied**
 - **Referred**
 - **Pending**
- **Date the status was set**

Without an auth or reference number, Client ProviderOne Client ID and date of birth are needed

Note: If multiple authorizations are found for a client, the service code and anticipated date of service will be needed.

Claims, Option 3

■ Date (paid, denied or received)

■ Status of the claims

— Paid

- Amount paid
- RA Date and Number
- Warrant Amount and Number
- Service Dates

— Denied

- Denial Reasons (Limited to 5 denial reasons)

— In Process

- Option to speak to an agent if in process more than 30 days

■ Hear the TCN

Without an TCN, Client
ProviderOne Client ID and
date of birth, plus a date are
needed

Warrants, Option 4

- **Date Paid**
- **Warrant Amount**
- **Warrant Number**
- **RA Number**

Search by “most recent” or
“specific date” which
should be a Monday

Remittance Advice, Option 6

- **Date Paid**
- **Warrant Amount**
- **Warrant Number**
- **RA Number**

Search by “most recent” or
“specific date” which
should be a Monday

Other Menu Options

- **Say “DIAL” to enter an extension or press #**
 - Say “Provider”
 - Say “Pharmacy” or “Medical”
 - When prompted, enter the 5 digits
- **Provider “Other Reason” menu**
 - New Providers or Providers with questions regarding their Medicaid Provider File
 - Common Questions

Extensions, Other Numbers

The phone numbers here will help you get directly to the right place. See previous slide for specific prompts.

Name	1-800-562-3022, options or extensions:
Authorization	Provider menu #2
Authorization – DME/P&O (non-oxygen)	ext. 15466
Authorization – Pharmacy Rates	ext. 16135
Authorization – Pharmacy	ext. 15483
Claims	Provider menu #3
Client Eligibility	Provider menu #5
Coordination of Benefits (COB) Health	ext. 16134
COB Casualty/Blue Form	ext. 15462
COB Premium Payment	ext. 15473
Health Plan	Client menu #2
Medicare Buy-In	ext. 16129
Medical Eligibility Determination Section	ext. 16136
Patient Review & Coordination	ext. 15606
Provider Enrollment	ext. 16137
ProviderOne Help Desk	ext. 19583
Remittance Advice	Provider menu #6
Third-Party Liability	ext. 16134
Warrants	Provider menu #4

Other Useful Numbers

Authorization – One Fax Number for all types
1-866-668-1214

HIPAA Privacy Officer
360-902-8278

Recoupments (Office of Financial Recovery)
1-800-562-6114

TTY: 1-800-848-5429

<http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/P1PR016.pdf>

Transfers to an Agent

- **The IVR system may transfer you if**
 - **Answers are not understood or found after 3 attempts.**
 - **The information is not available to the IVR.**
 - **The system is experiencing difficulty.**
- **You may say “agent” or press 0 if you have more questions about the information provided.**
 - **Calls that have tried self-service may receive a higher priority than other calls.**

Ending the Webinar

- **To close the webinar**
 - **Click the X button in the control panel**